

# CUSTOMER SERVICE SERIES

This six-course series is an introduction to the many aspects of customer service in the public sector. Topics covered include defining excellent customer service, addressing the needs of the internal and external customers, responding to requests through a decision making process, and accountability.



Helena, Montana

Principles of Customer Service	November 3
Challenges in Customer Service	November 17
Improving Employee Accountability	November 24
Catch the FISH!® Philosophy	December 1
Effective Communication Skills	December 8
Customer Service Synthesis	December 15

8:30 a.m. — 4:30 p.m.  
Mitchell Building

Available for POST, CEU, and OPI Renewal

**Investment:**

Each class costs \$123 + any additional material fees  
Or take all 6 classes for \$505 + 10% materials fee  
(discounts for multiple attendees from one organization)



Register: [pdc01@mt.gov](mailto:pdc01@mt.gov) | [pdc.mt.gov/register](http://pdc.mt.gov/register) | (406) 444-3871